Clinical Issues That Affect You

TEC 2006

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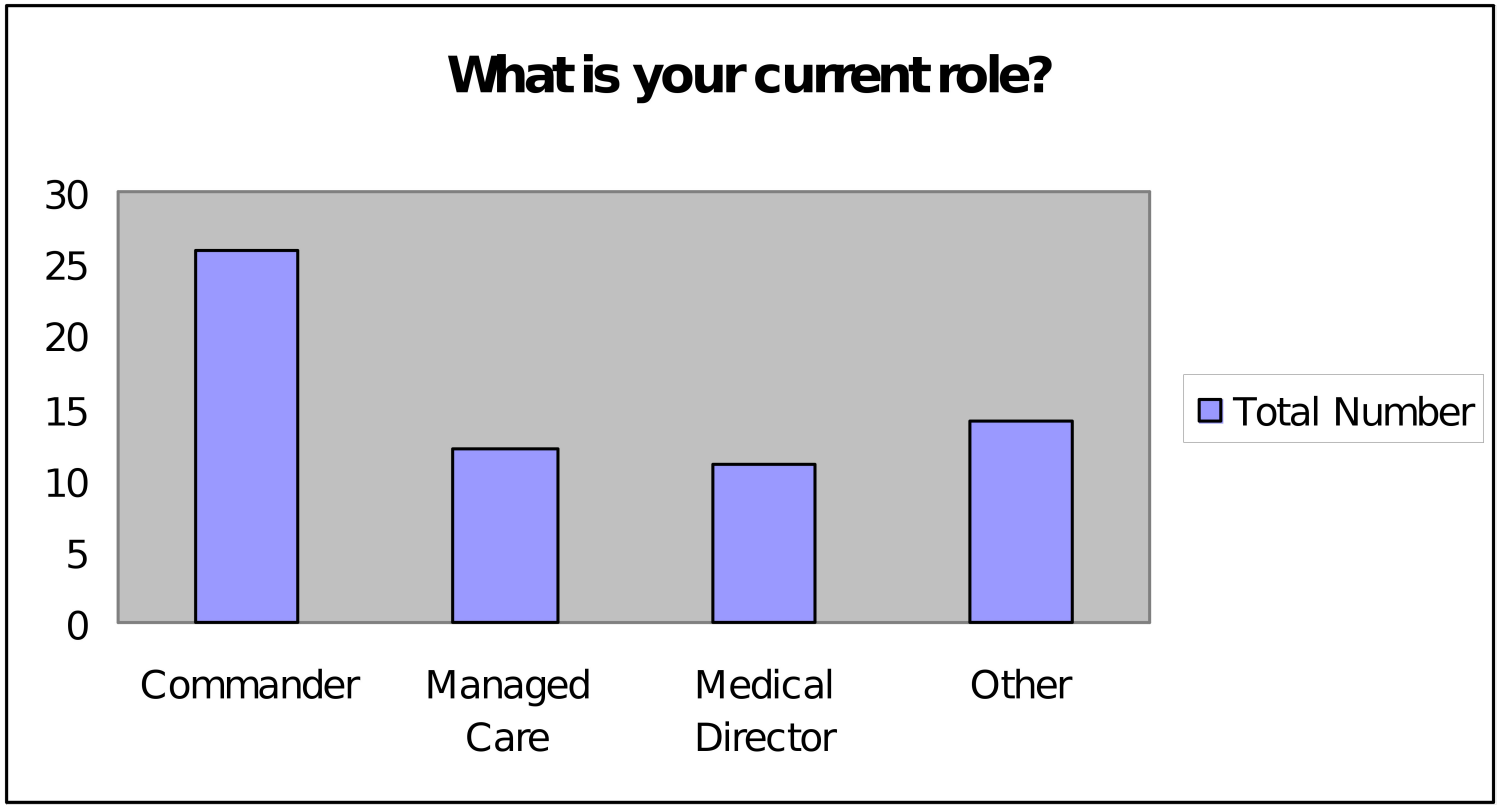
Objectives

- **Explain the current TRICARE Area Office – Europe Clinical Initiatives**
- **Discuss clinical concerns raised during the 2005 TEC**
- **Obtain Feedback on the priorities for 2006 based on the MTF perspective**

Agenda

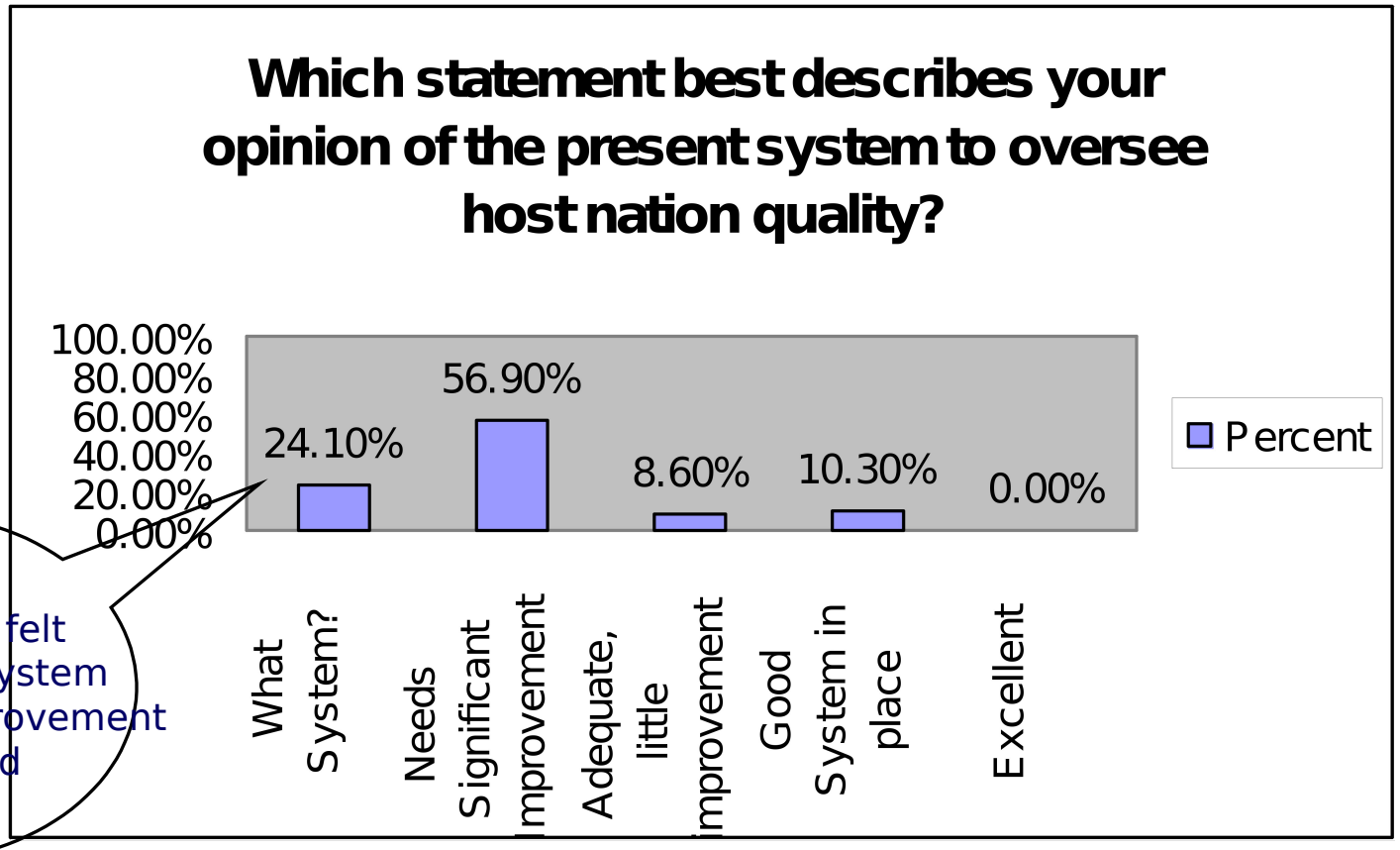
- **Current Initiatives**
  - **Quality Management Board**
  - **Centralized Peer Review System**
  - **Focused Central Oversight**
  - **PPN Status**
- **Plan for FY07**
  - **Bariatric Case Management and Outcome Tracking**
  - **Maintain PPN for Plastics, Sample For Outcomes, Return Approval Back to PCM**
  - **Request Feedback on MTF Perspective**
- **Summary**

TEC 2005 Quality Survey



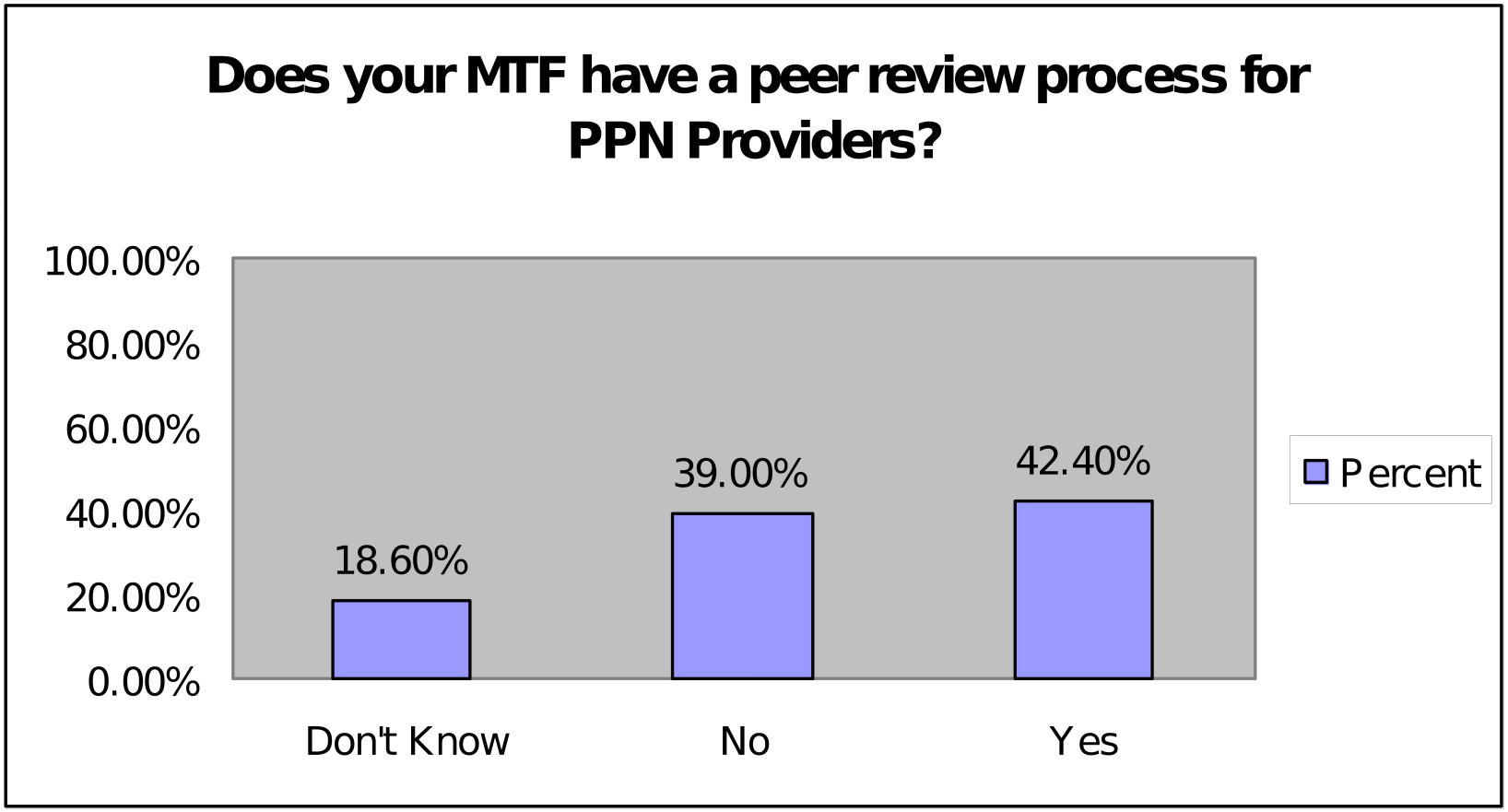
63 Surveys Returned

TEC 2005 Quality Survey



81% of Respondents felt there was no system or significant improvement was needed

TEC 2005 Quality Survey



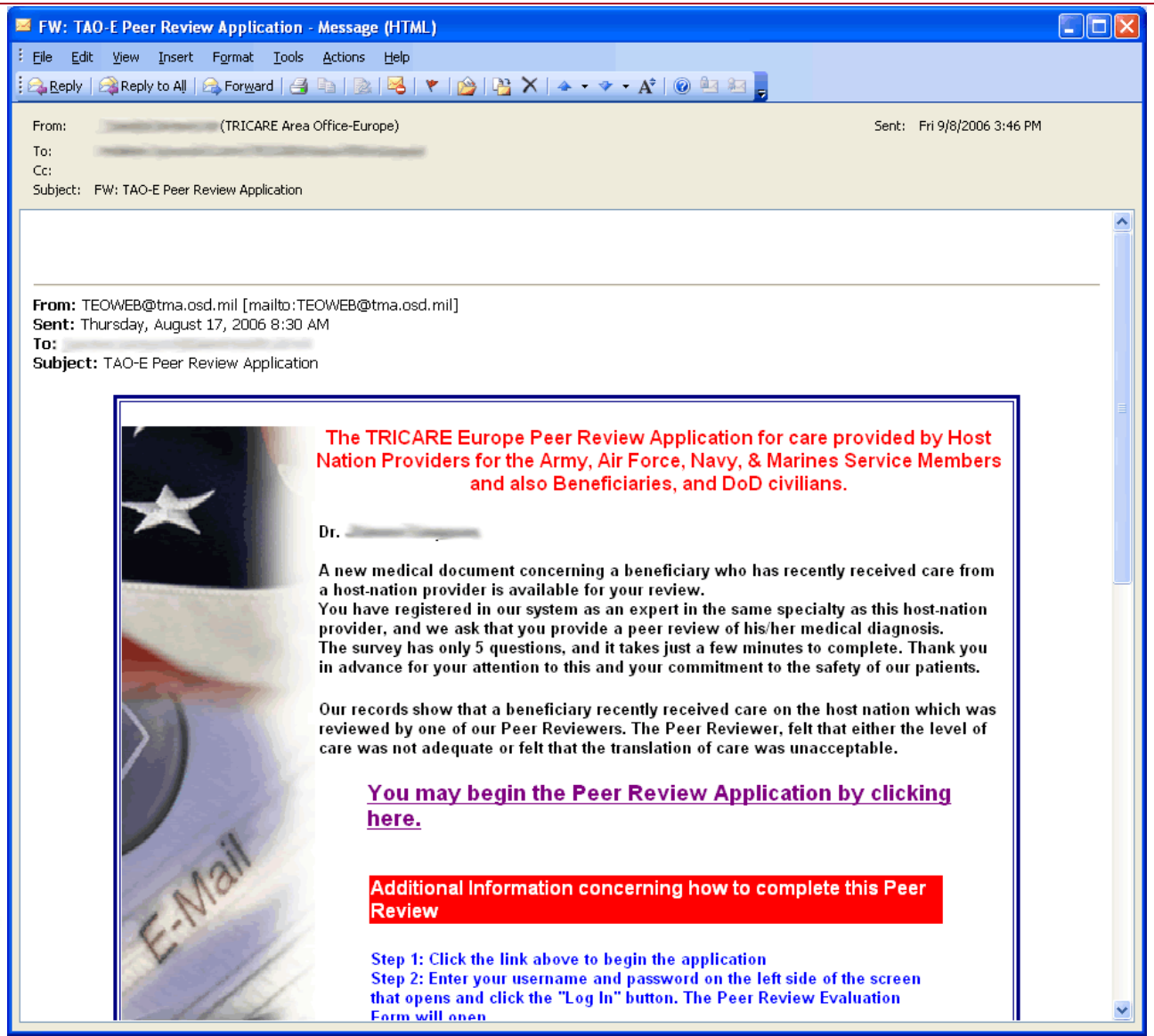
Quality Management Board

- **Established in conjunction with a Regional Clinical Quality Oversight Plan**
- **Meets 6 times a year**
- **Reviews Potential Quality Incidents and Trends**
- **Collaborative Process For Multi-Service involvement in host nation network**

Centralized Peer Review System

- **Fully Operational as of July 2006**
- **Excellent Opportunity to Aggregate Data and Provide Information**
- **Push to link into AHLTA to upload record of host nation provided healthcare**
- **Need Greater Involvement of MTFs**

Peer Review Snapshots



FW: TAO-E Peer Review Application - Message (HTML)

File Edit View Insert Format Tools Actions Help

Reply | Reply to All | Forward

From: [redacted] (TRICARE Area Office-Europe) Sent: Fri 9/8/2006 3:46 PM

To: [redacted]

Cc:

Subject: FW: TAO-E Peer Review Application

From: TEOWEB@tma.osd.mil [mailto:TEOWEB@tma.osd.mil]
Sent: Thursday, August 17, 2006 8:30 AM
To: [redacted]
Subject: TAO-E Peer Review Application

The TRICARE Europe Peer Review Application for care provided by Host Nation Providers for the Army, Air Force, Navy, & Marines Service Members and also Beneficiaries, and DoD civilians.

Dr. [redacted]

A new medical document concerning a beneficiary who has recently received care from a host-nation provider is available for your review.
You have registered in our system as an expert in the same specialty as this host-nation provider, and we ask that you provide a peer review of his/her medical diagnosis.
The survey has only 5 questions, and it takes just a few minutes to complete. Thank you in advance for your attention to this and your commitment to the safety of our patients.

Our records show that a beneficiary recently received care on the host nation which was reviewed by one of our Peer Reviewers. The Peer Reviewer, felt that either the level of care was not adequate or felt that the translation of care was unacceptable.

You may begin the Peer Review Application by clicking here.

Additional Information concerning how to complete this Peer Review

Step 1: Click the link above to begin the application
Step 2: Enter your username and password on the left side of the screen that opens and click the "Log In" button. The Peer Review Evaluation Form will open

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PeerReview Login - Microsoft Internet Explorer provided by TRICARE Area Office - Europe

File Edit View Favorites Tools Help

Back Search Favorites

Address https://telemed.europe.tricare.osd.mil/main/PeerReview/PeerReviewLogin.aspx?ReturnUrl=%2fmain%2fPeerReview%2fpeerreviewapplicatio Go Links

Host Nation Peer Review

TRICARE Referral Information Management System

Home | Contact Us | Links | Security

TRICARE Europe

Friday, September 08, 2006

3:52 PM

Existing User Login

Please enter your UserID and password to log in.

UserID:

Password:

Log in

- Forgot your password?

New Users

- Request a new account

Welcome to the Host Nation Peer Review system!

This tool, part of the TRICARE Referral Information Management System (TRIMS), is designed to facilitate the Peer Review of medical documents provided to TRICARE beneficiaries by host nation providers.

Log in to access your Peer Review form, or click "Request a new account" to sign up as a new medical peer reviewer.

If you have any questions or comments, please contact us.

Done

Internet

PeerReview Application - Microsoft Internet Explorer provided by TRICARE Area Office - Europe

File Edit View Favorites Tools Help

Back Search Favorites

Address https://telemed.europe.tricare.osd.mil/main/PeerReview/peerreviewapplication.aspx?peerreviewid=567 Go Links TAO-E Dev TAO-E Prod

Welcome to the Peer Review system!

Peer Review Evaluation Form

Click here to view the medical records of the care in question

Host Nation Provider Name:	*Prof. Dr. med. Rueckert, Ulrich*	Provider Specialty:	*General Surgery*
Appointment Date:	*7/20/2006*	Date of Peer Review:	*8/17/2006 8:34:00 AM*
Peer Reviewer:	*Dr. James, B Sampson*	Peer Reviewer Specialty:	*General Surgery*

This Peer Review will expire on 9/16/2006 8:34:00 AM

Reviewing Provider: Please provide an evaluation based on the medical records available for review

Diagnosis Evaluation

View Detailed Criteria

Internet

PeerReview Application - Microsoft Internet Explorer provided by TRICARE Area Office - Europe

File Edit View Favorites Tools Help

Back Search Favorites

Address https://telemed.europe.tricare.osd.mil/main/PeerReview/peerreviewapplication.aspx?peerreviewid=567 Go Links TAO-E Dev TAO-E Prod

Diagnosis Evaluation

View Detailed Criteria

Is diagnosis supported by history and physical?

- I concur, No Deviation
- I concur, Minor Deviation
- I DON'T concur, Minor Deviation
- I DON'T concur, Major Deviation
- Not Applicable

Is medication appropriately used?

- I concur, No Deviation
- I concur, Minor Deviation
- I DON'T concur, Minor Deviation
- I DON'T concur, Major Deviation
- Not Applicable

Is the treatment appropriate to include followup plan?

- I concur, No Deviation
- I concur, Minor Deviation
- I DON'T concur, Minor Deviation
- I DON'T concur, Major Deviation
- Not Applicable

Is additional diagnostic test appropriately used?

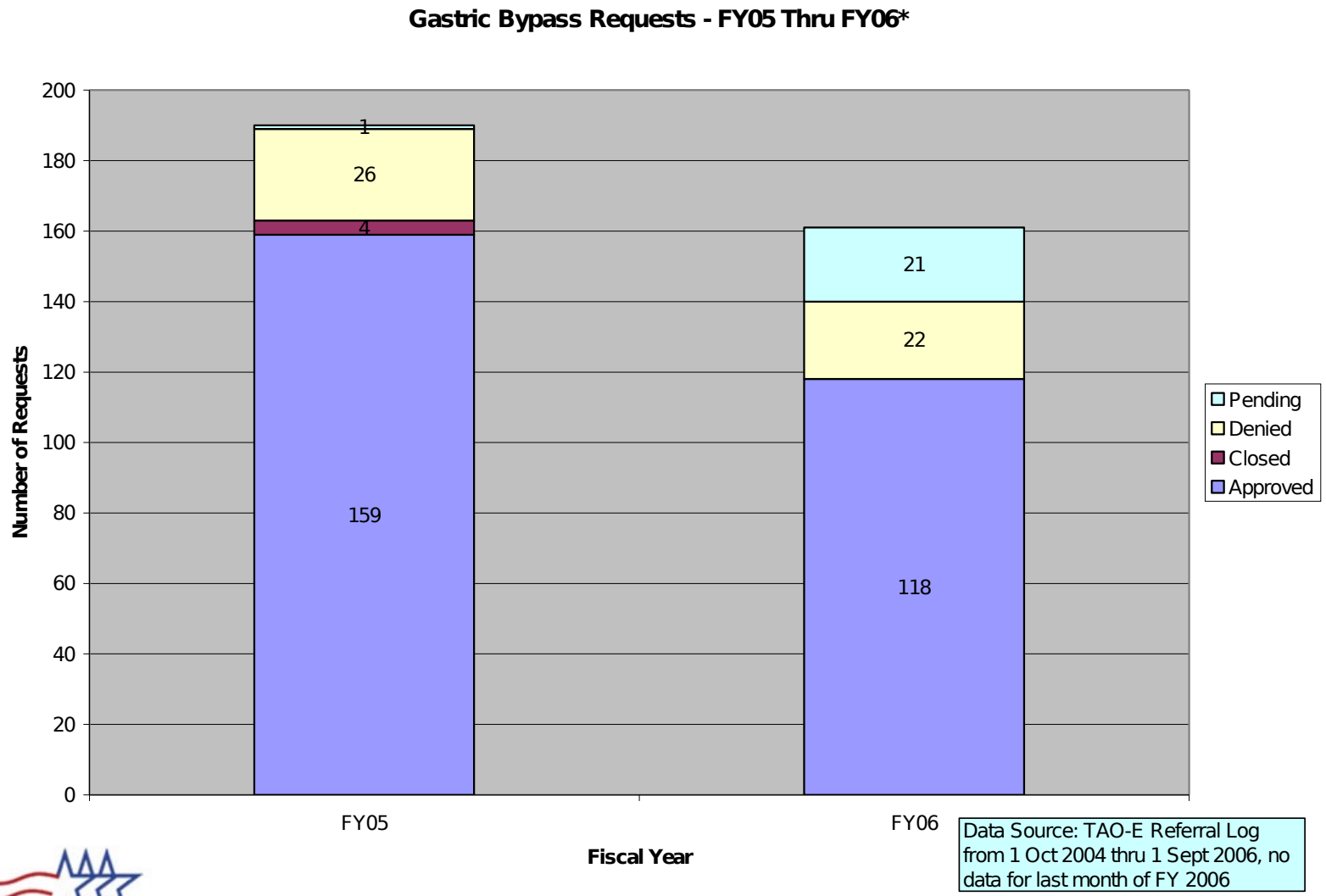
- I concur, No Deviation
- I concur, Minor Deviation
- I DON'T concur, Minor Deviation
- I DON'T concur, Major Deviation
- Not Applicable

Internet

Focused Central Oversight

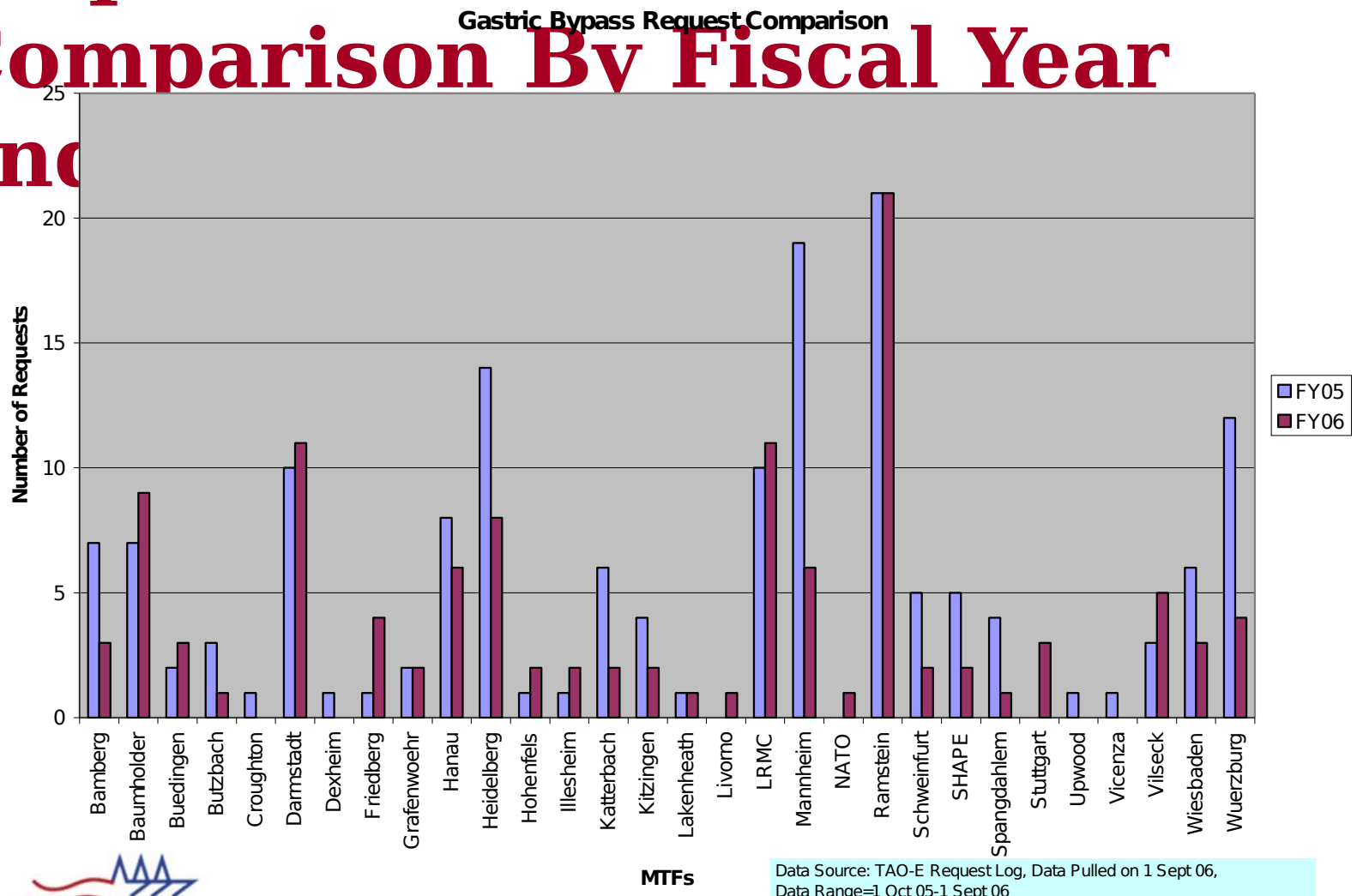
- **Bariatric Surgery**
  - **Centrally monitor PPN (expanded PPN)**
  - **Implemented Local Guidance on Pre-Approval**
- **Plastic Surgery**
  - **Centrally monitor PPN (confined PPN to certification in plastic & reconstructive surgery)**
  - **Implemented Local Guidance on Pre-Approval**
- **Inpatient Mental Health**
  - **Obtained Evacuation Input Capability**
  - **Implemented Local Guidance on Pre-Approval**

Gastric Bypass Requests By Fiscal Year and Decision



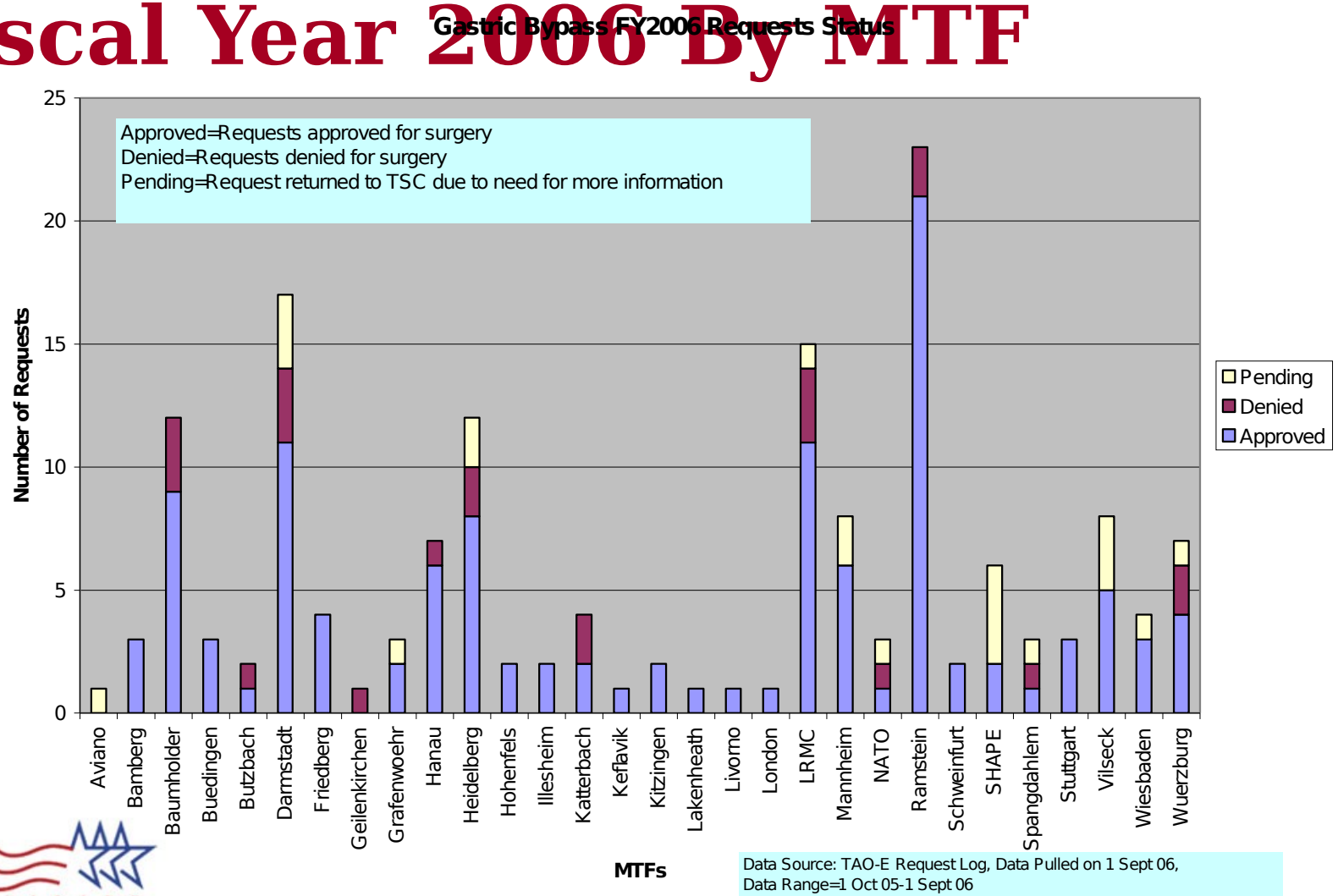
TRICARE

Gastric Bypass Approved Requests Comparison By Fiscal Year and



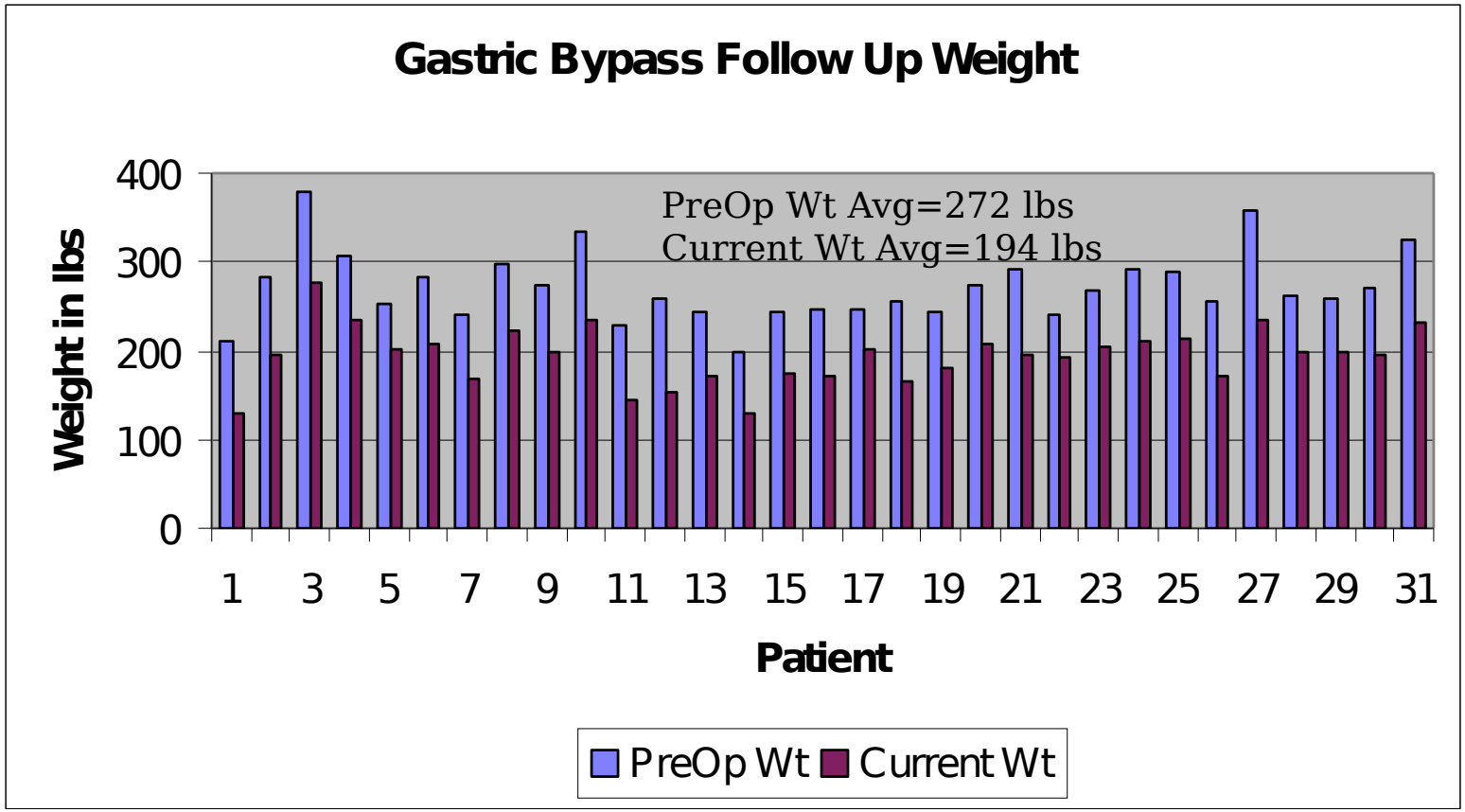
Data Source: TAO-E Request Log, Data Pulled on 1 Sept 06,
Data Range=1 Oct 05-1 Sept 06

Gastric Bypass Request Disposition – Fiscal Year 2006 By MTF



Data Source: TAO-E Request Log, Data Pulled on 1 Sept 06,
Data Range=1 Oct 05-1 Sept 06

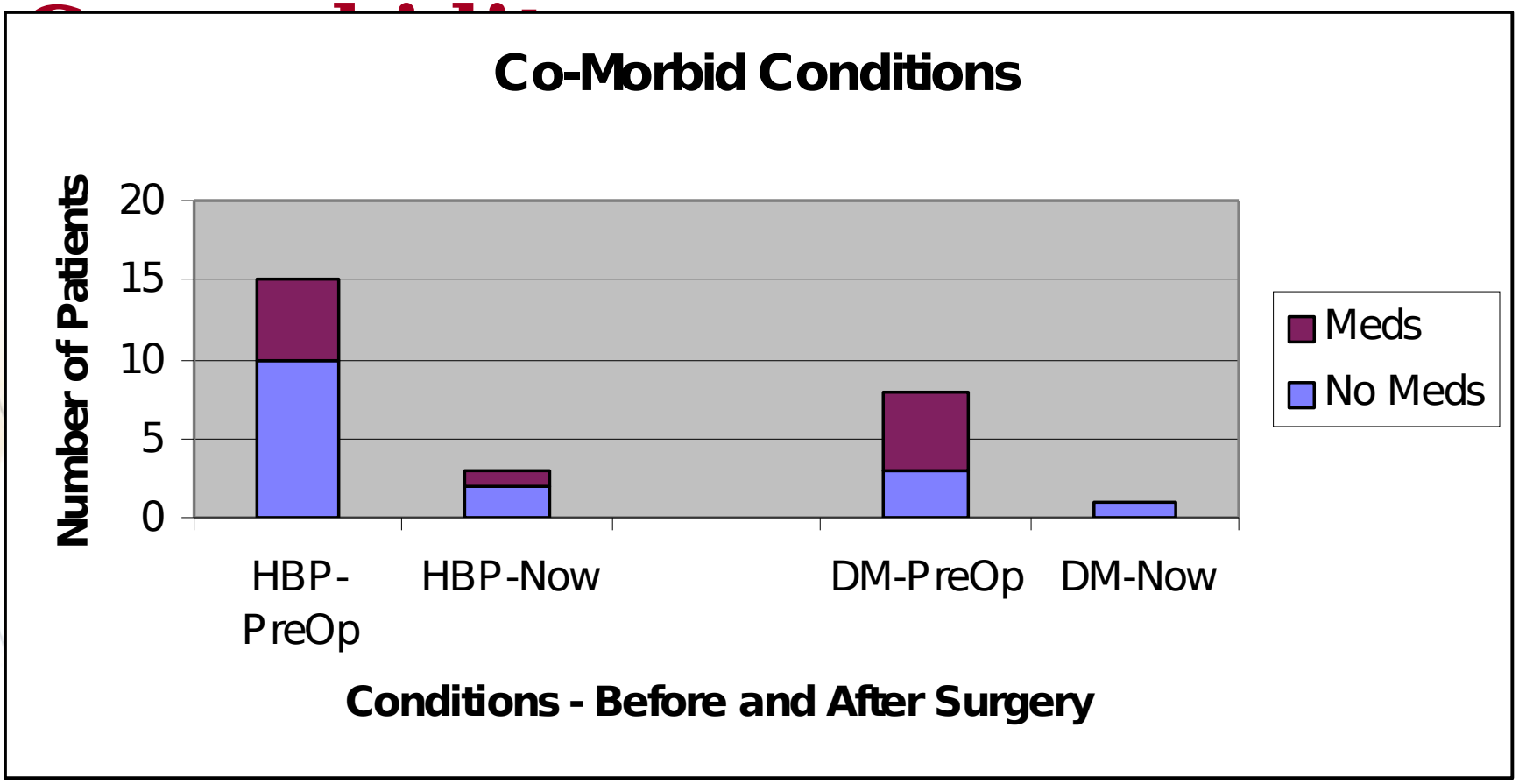
Bariatric Surgery Highlights – Data Review



Data Source:
Telephone Interview
33 Patients contacted

Months After Surgery at Time of Review = 6.8 mon
Weight Loss Average at Time of Review = 78 lbs
BMI Change Average: Preop=45, Current=31

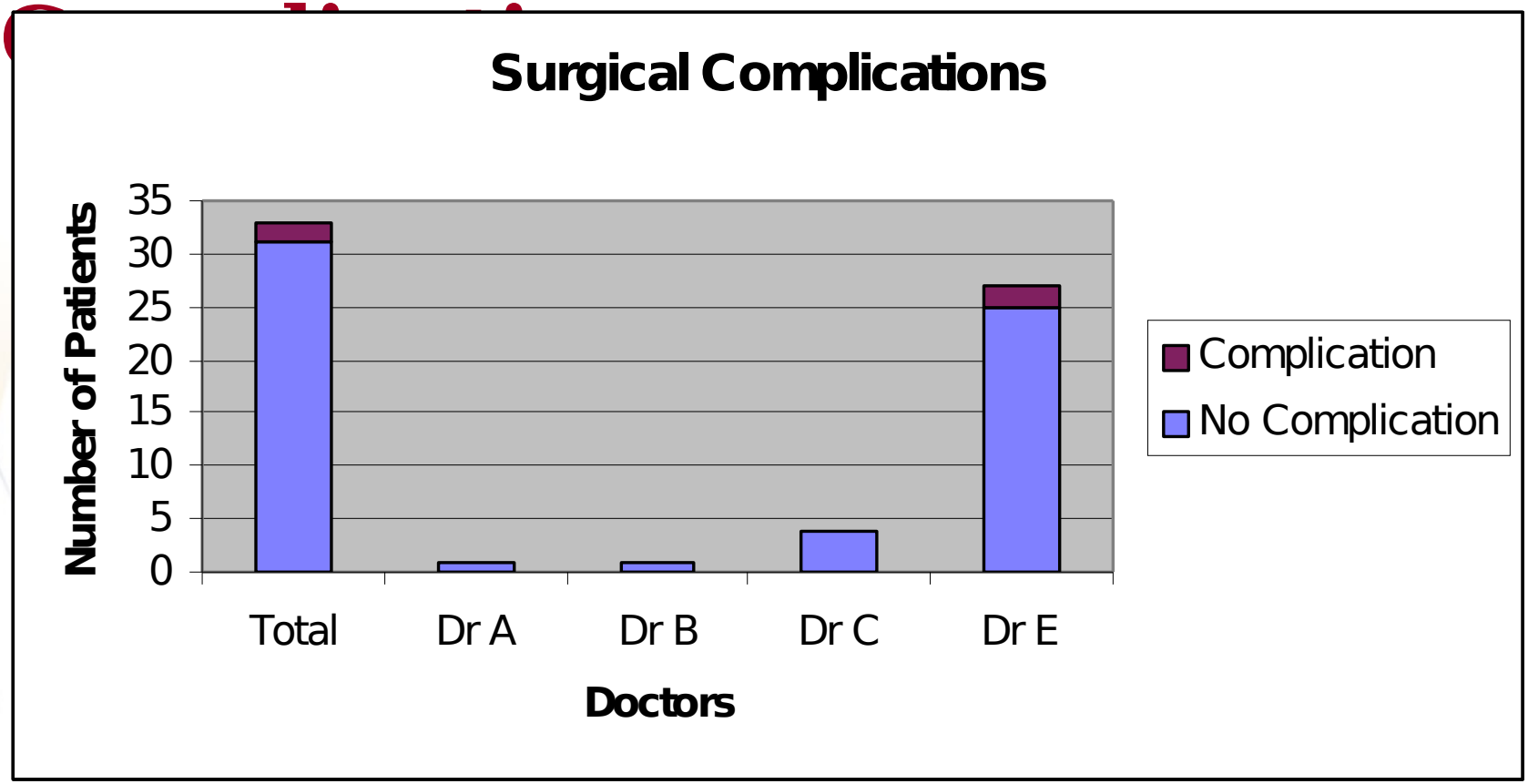
Bariatric Surgery Highlights – Data Review -



Data Source:
Telephone Interview
33 Patients contacted

HBP=High Blood Pressure
DM=Diabetes Mellitus

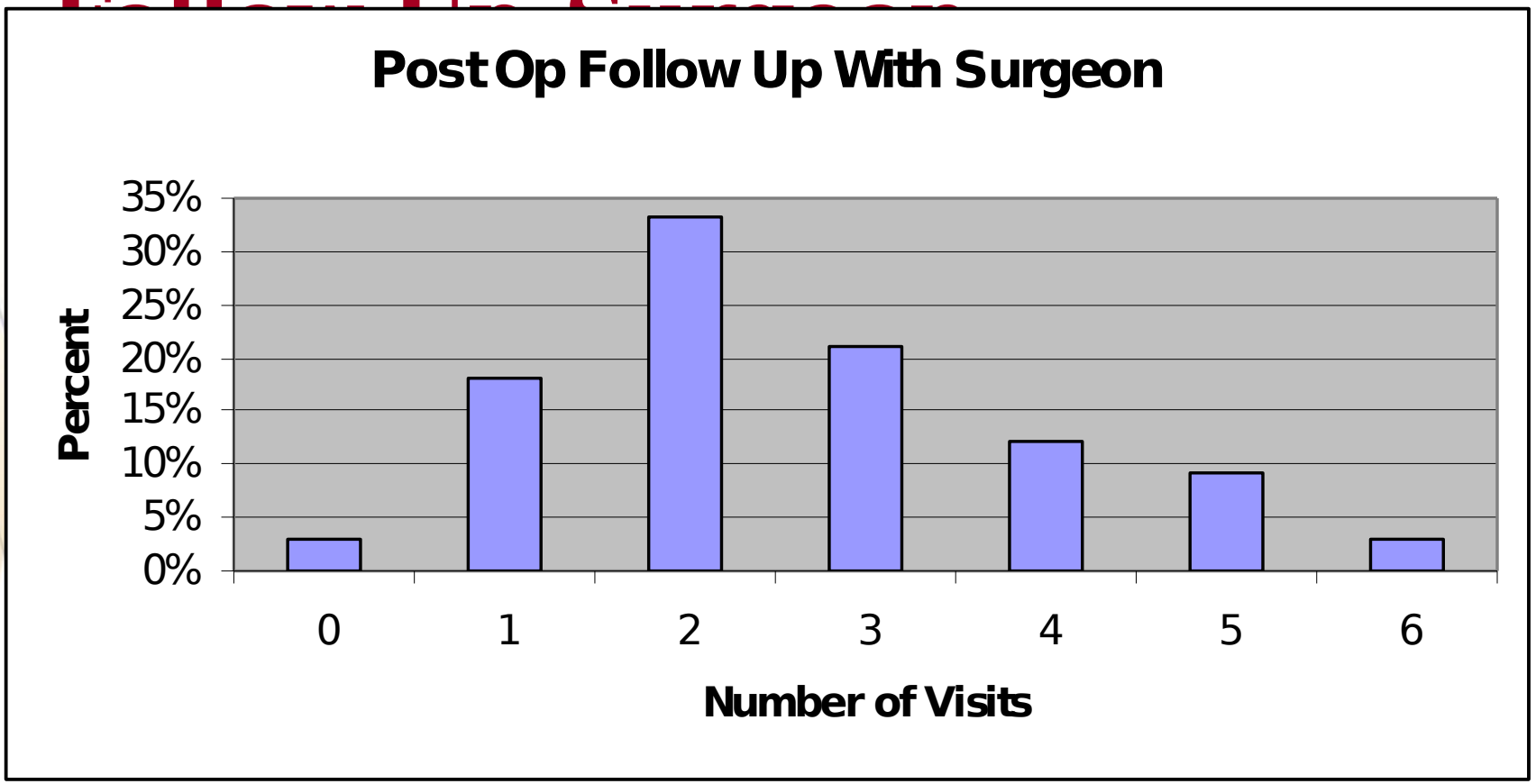
Bariatric Surgery Highlights – Data Review -



Data Source:
Telephone Interview
33 Patients contacted

Complication defined as any requirement for re-admission
within 30 days.
Literature Review – Complication rates vary
from 10% 20% for laparoscopic Roux en Y

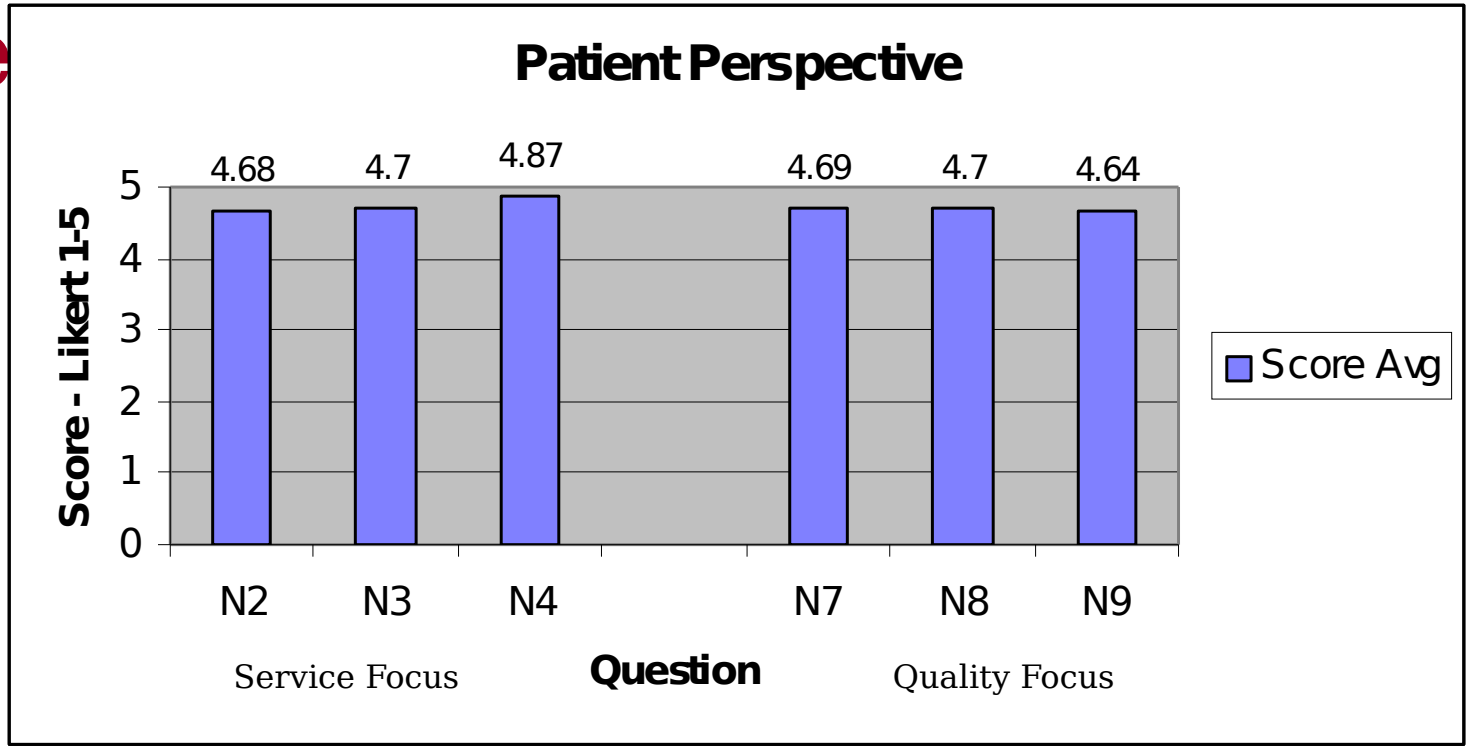
Bariatric Surgery Highlights – Data Review – Follow Up Surgeon



Data Source:
Telephone Interview
33 Patients contacted

Bariatric Surgery Highlights – Data Review – Patie

Scale:
1=poor
5=excelle
nt

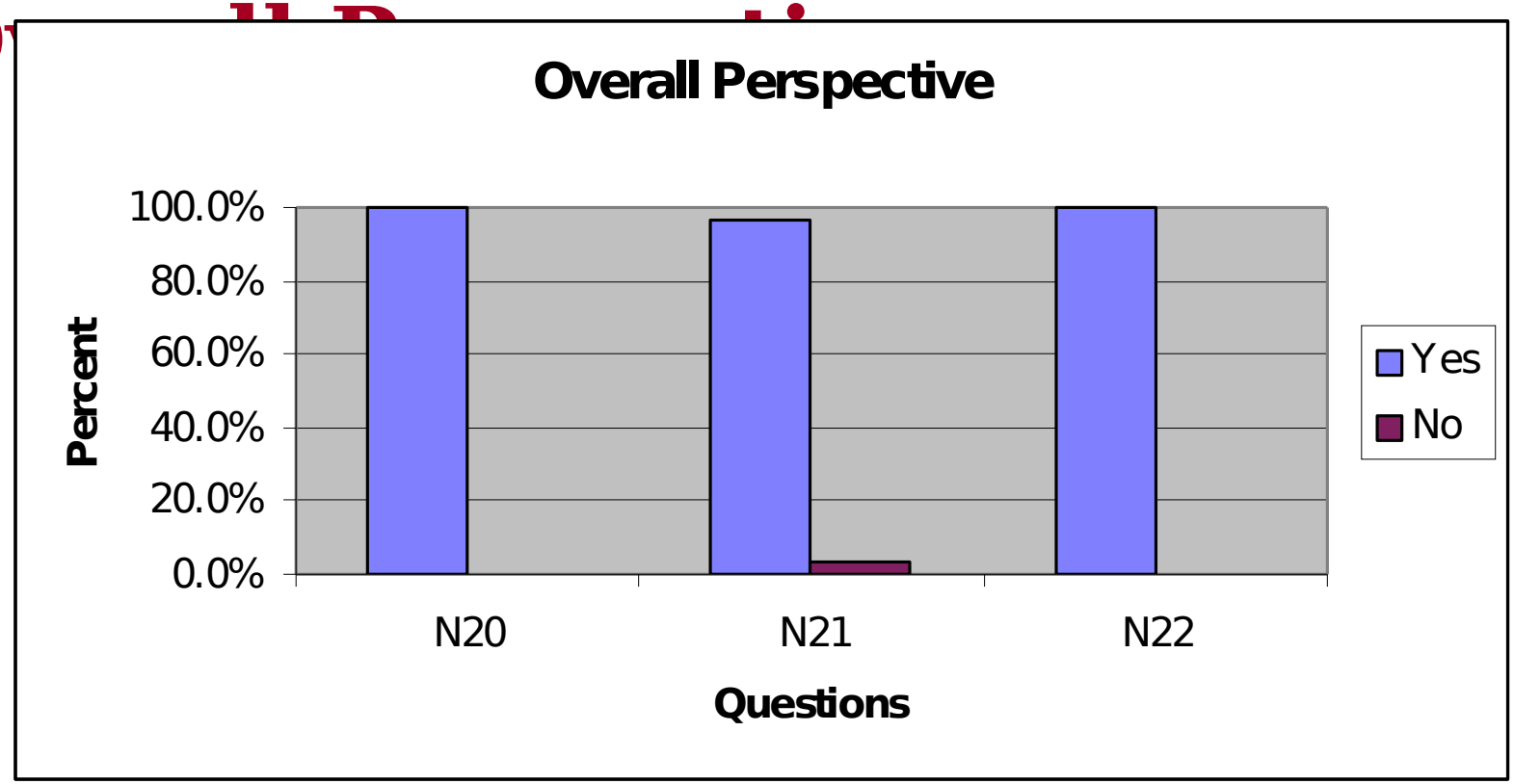


N2: How would you rate the way your PCM managed your referral?
N3: How would you rate the support you received from your local TSC?
N4: How would you rate the support provided by TRICARE Area Office-Europe?

Data Source:
Telephone Interview
33 Patients contacted

N7: How would you rate the information provided by your host nation surgeon concerning what to expect and possible risks of gastric bypass surgery?
N8: How would you rate the quality of the care provided to you by your

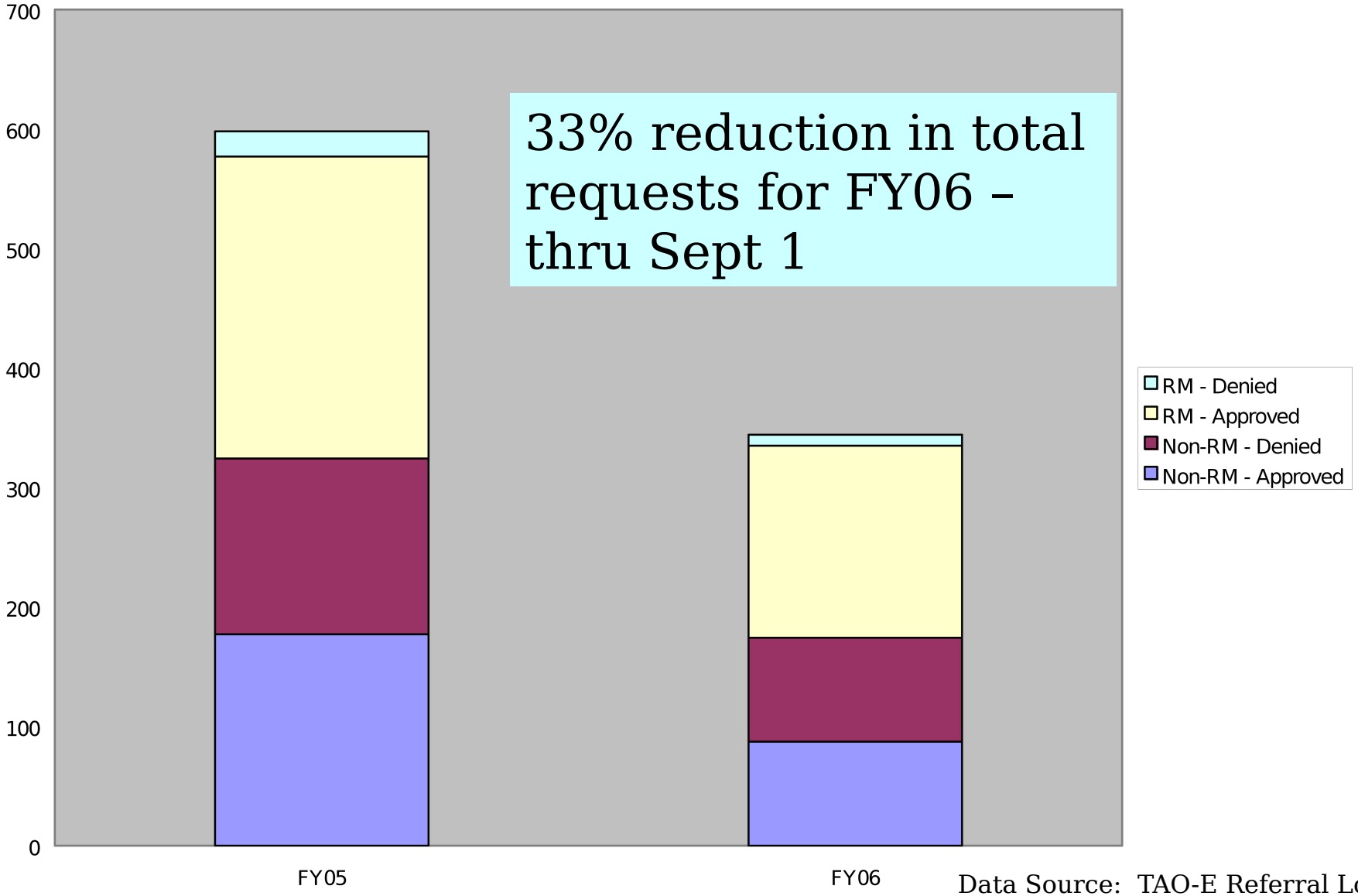
Bariatric Surgery Highlights – Data Review – O



Data Source:
Telephone Interview
33 Patients contacted

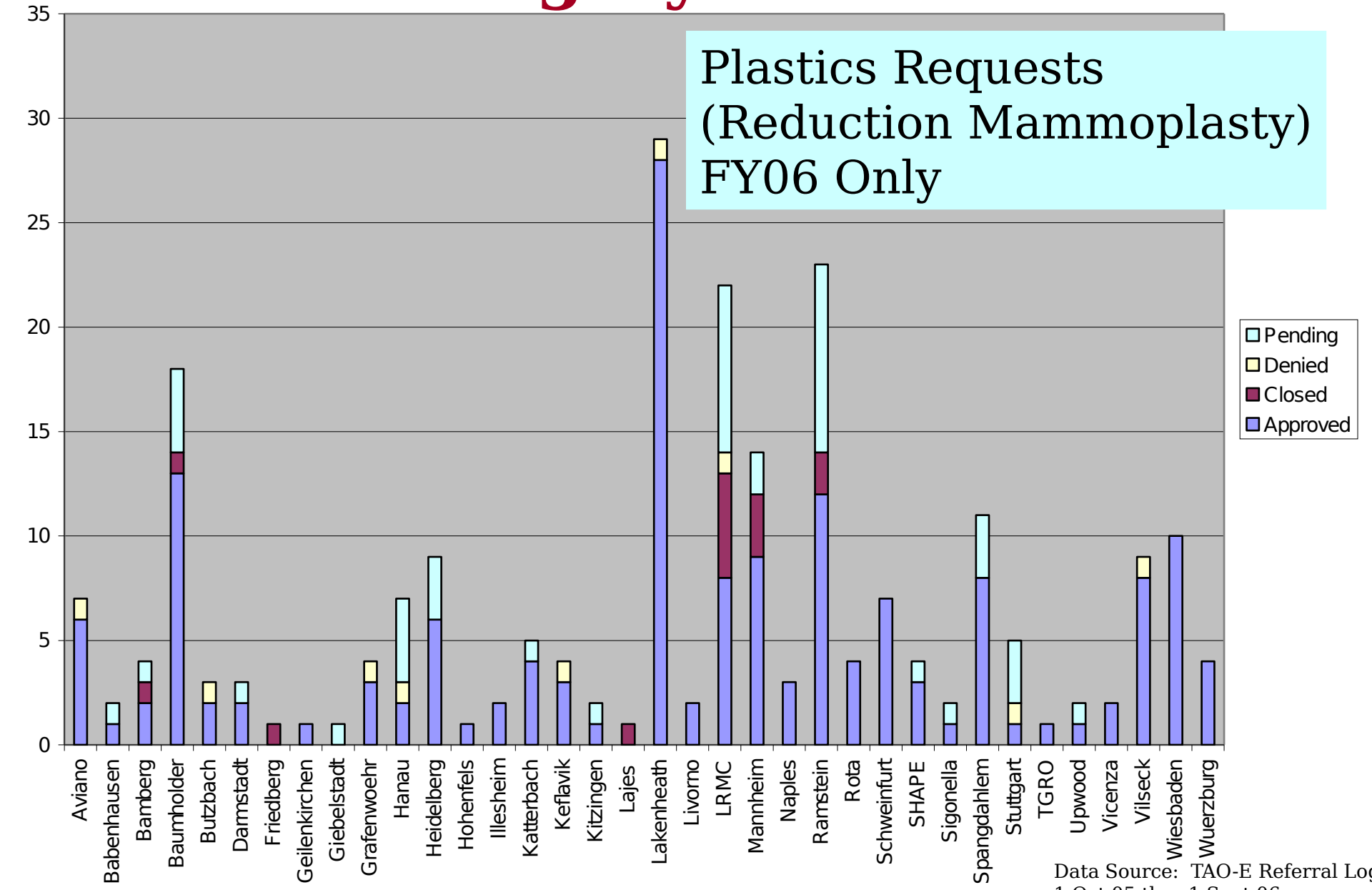
N7: Do you feel that your overall health has improved?
N8: Are you satisfied with the progress of your weight loss?
N9: Would you recommend this procedure overseas to a friend?

Plastic Surgery Review



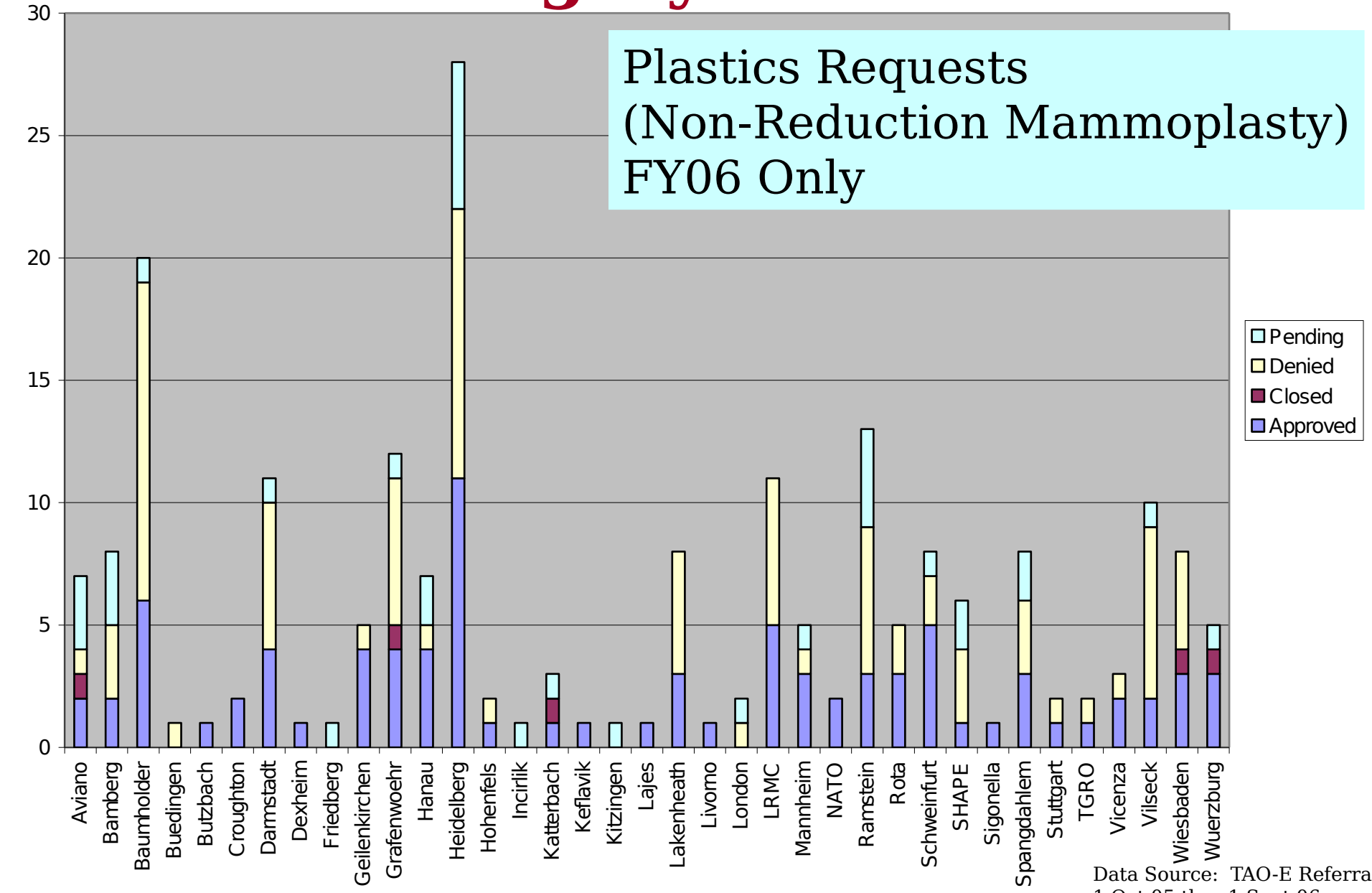
Data Source: TAO-E Referral Lo
1 Oct 04 thru 1 Sept 06

Plastic Surgery Review



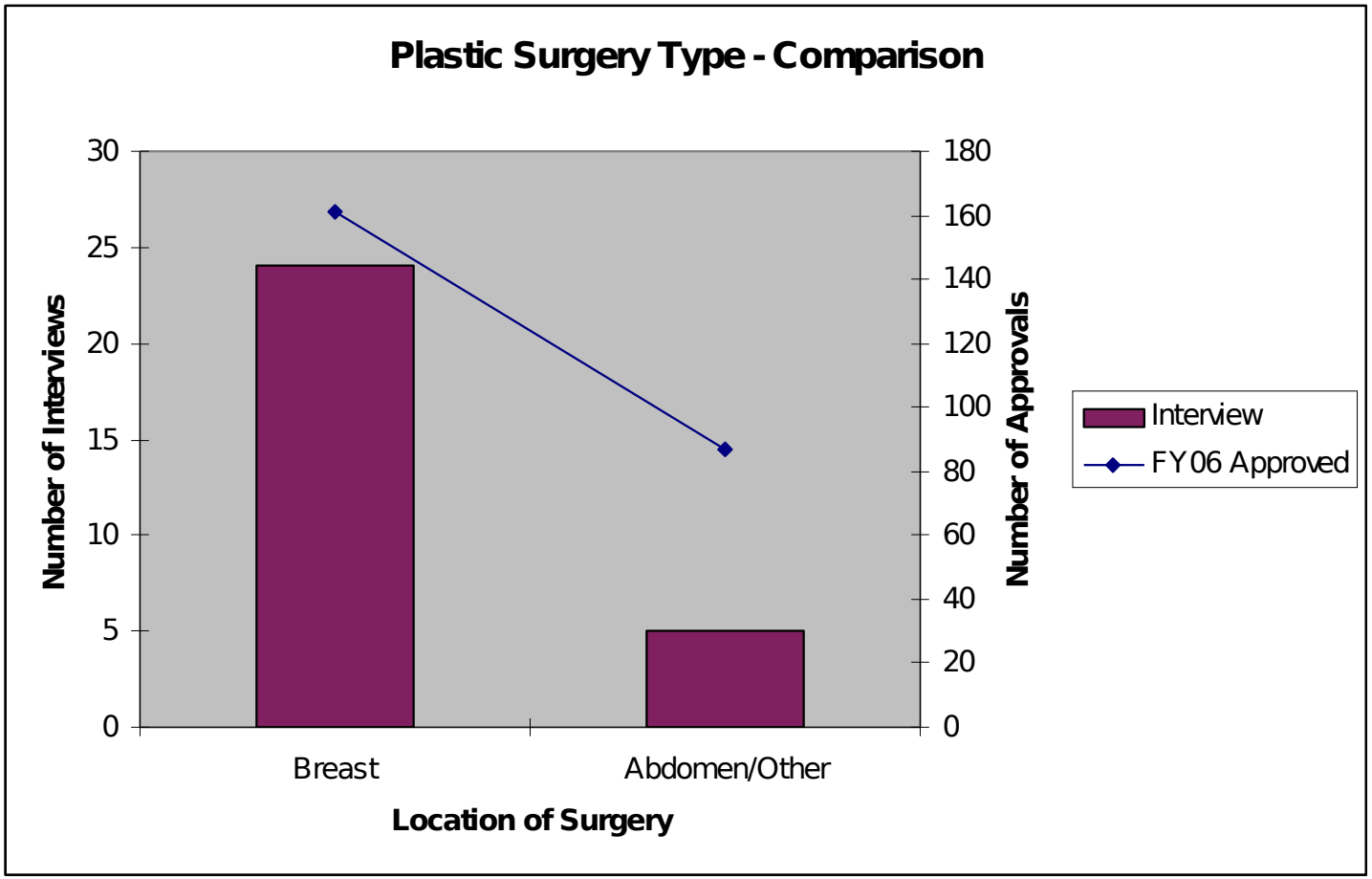
Data Source: TAO-E Referral Log
1 Oct 05 thru 1 Sept 06

Plastic Surgery Review



Data Source: TAO-E Referral
1 Oct 05 thru 1 Sept 06

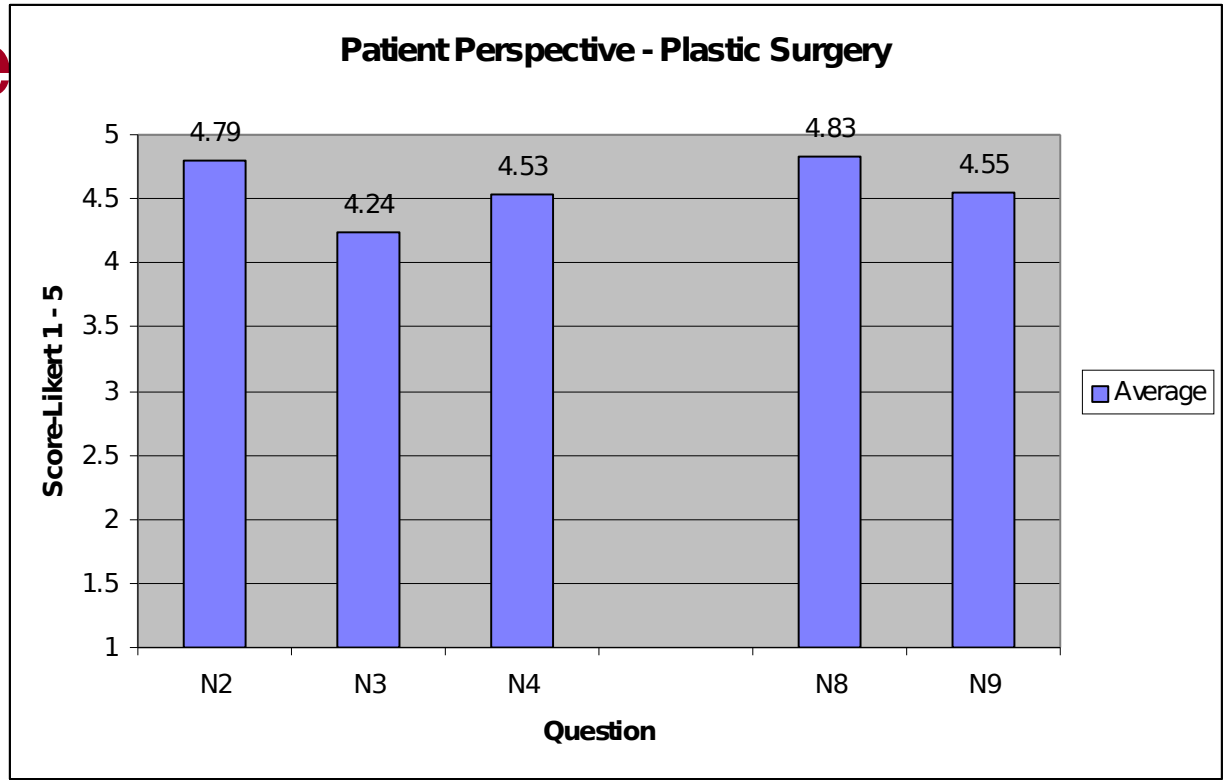
Plastic Surgery – Interview Demographics



Data Source:
Telephone Interview - 29 Patients contacted
And TAO-E request log for FY06

Plastic Surgery Highlights – Data Review – Patient Perspe

Scale:
1=poor
5=excelle
nt

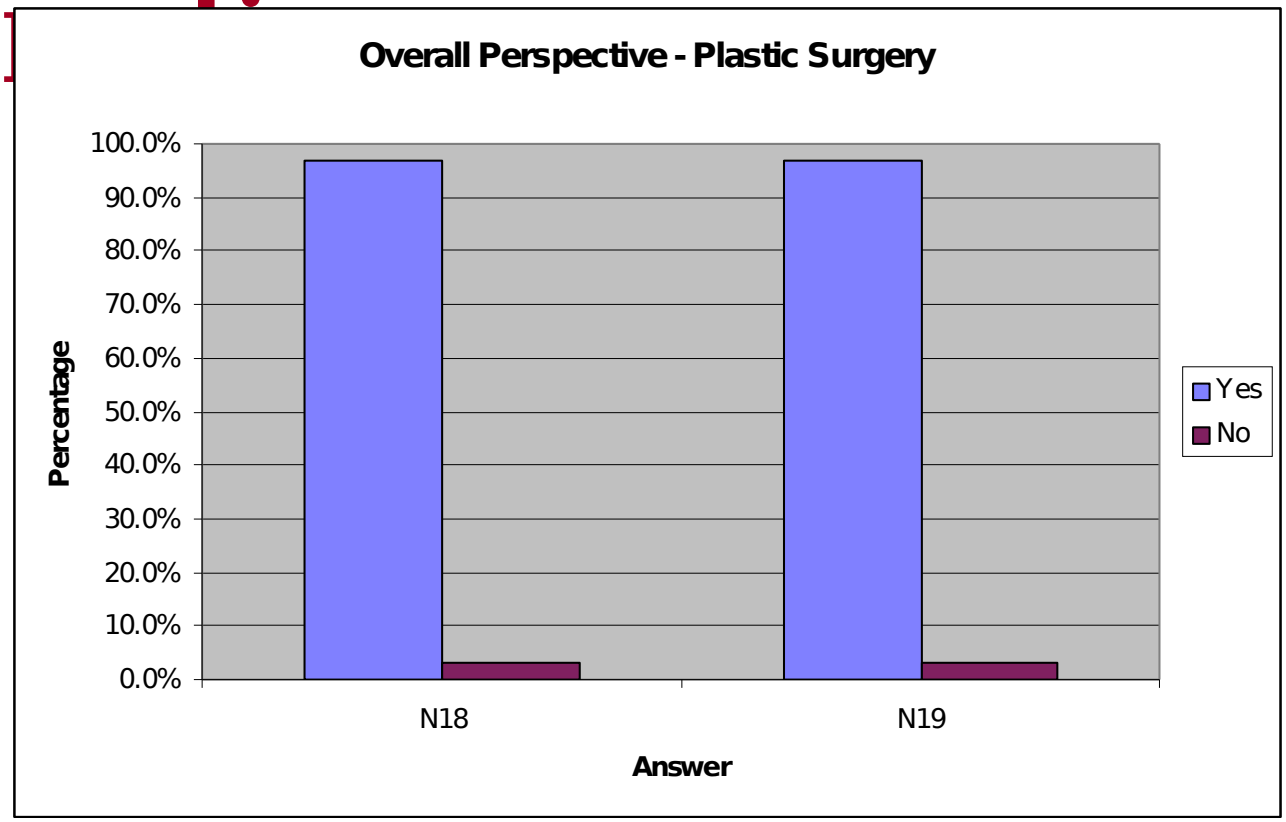


Data Source:
Telephone Interview
29 Patients contacted

N2: How would you rate the way your PCM managed your referral?
N3: How would you rate the support you received from your local TSC?
N4: How would you rate the support provided by TRICARE Area Office-Europe?

N8: How would you rate the quality of the care provided to you by your host nation surgeon?
N9: How would you rate the quality of the nursing care provided to you

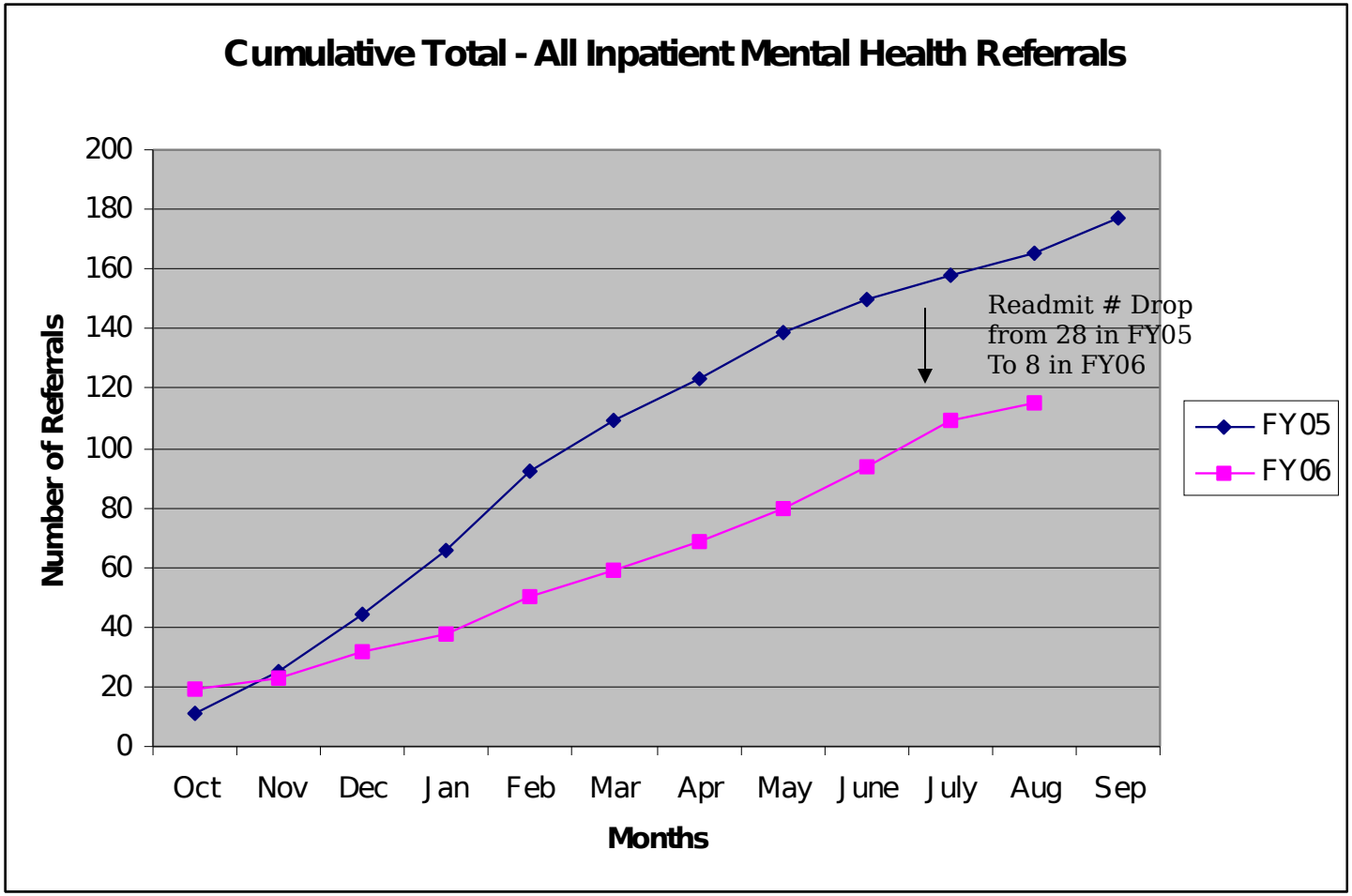
Plastic Surgery Highlights – Data Review – Overall Perspective



Data Source:
Telephone Interview
29 Patients contacted

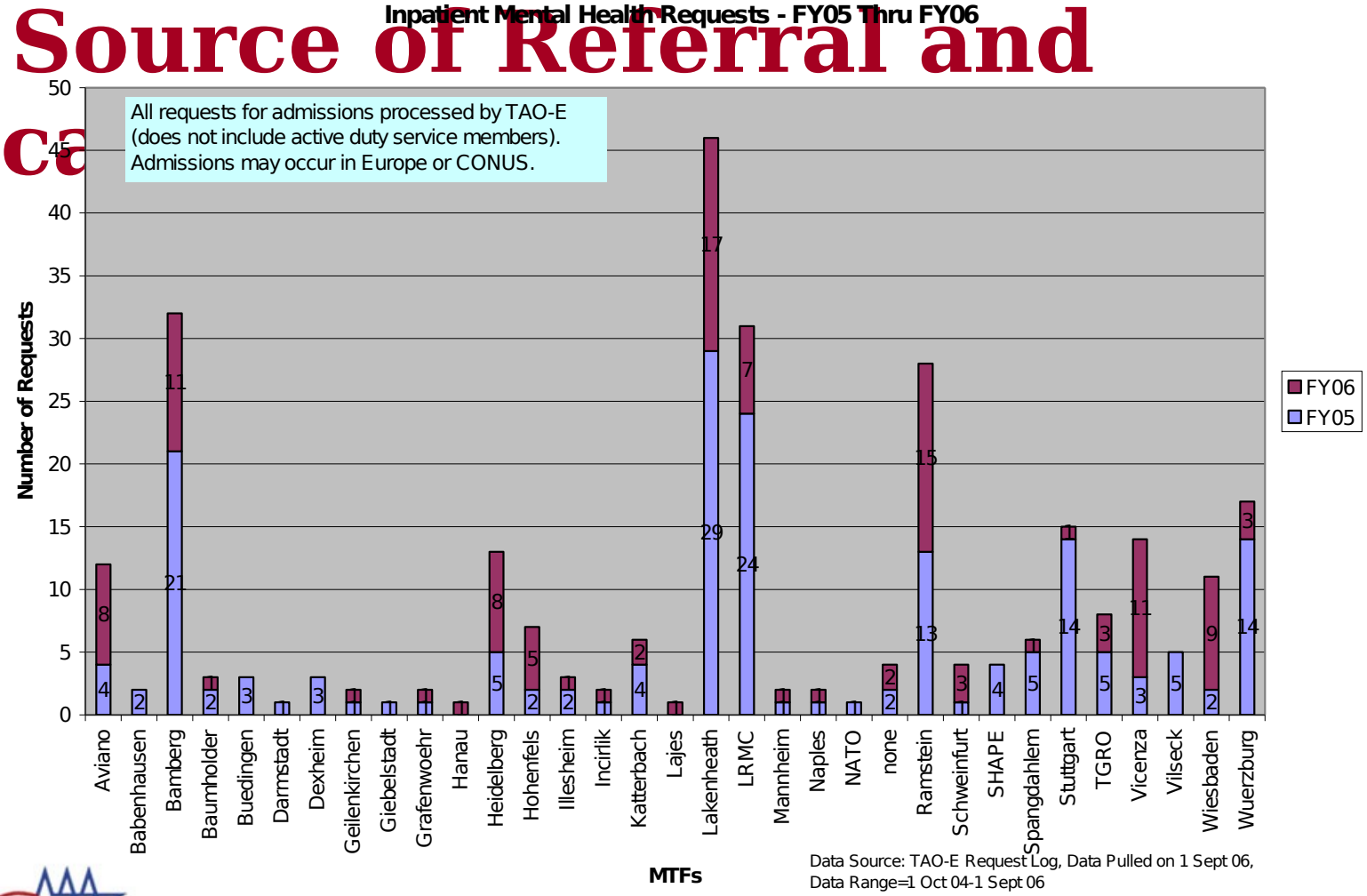
N7: Do you feel that your overall health has improved?
N9: Would you recommend this procedure overseas to a friend?

Trend in Referrals – All Inpatient Mental Health



Data Source: TAO-E Referral Lo
1 Oct 04 thru 1 Sept 06

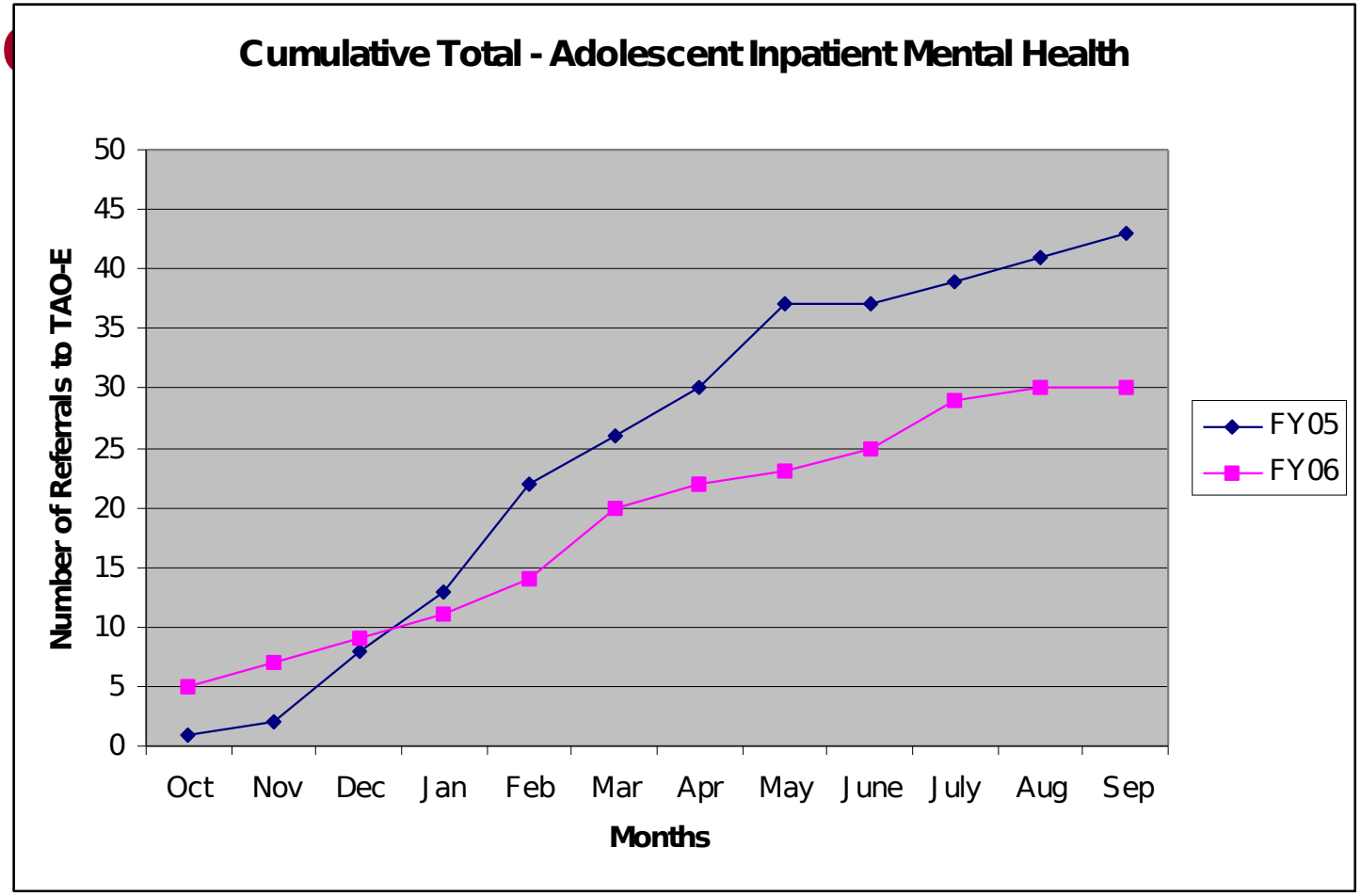
Inpatient Mental Health Referrals – By Source of Referral and Fisca



Data Source: TAO-E Request Log, Data Pulled on 1 Sept 06, Data Range=1 Oct 04-1 Sept 06

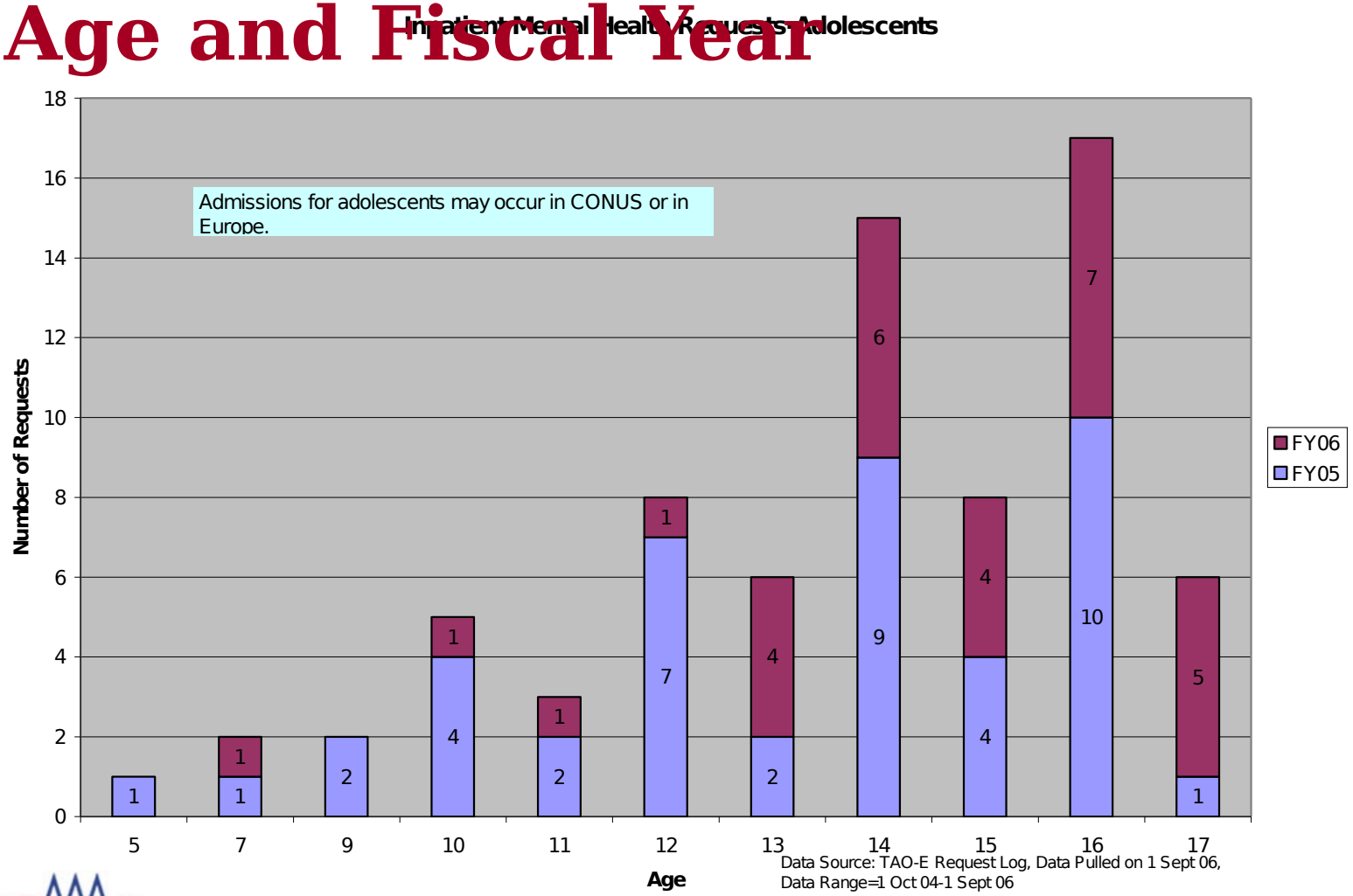
Data Source: TAO-E Referral Lo
1 Oct 04 thru 1 Sept 06

Trend in Referrals – Adolescent Inpatient Mental H



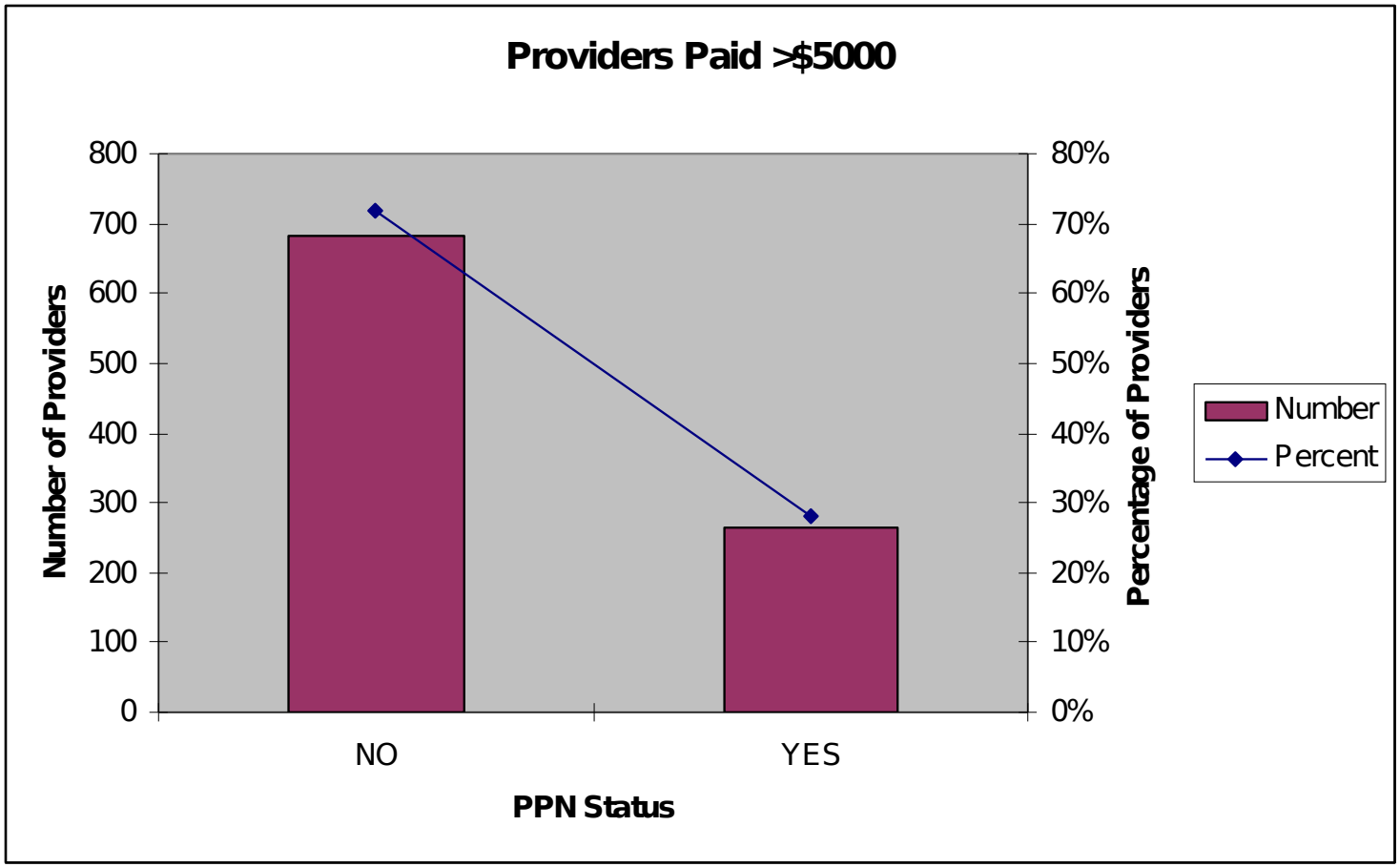
Data Source: TAO-E Referral Lo
1 Oct 04 thru 1 Sept 06

Adolescent Inpatient Mental Health – By Age and Fiscal Year



Data Source: TAO-E Referral Lo
1 Oct 04 thru 1 Sept 06

PPN Status FY05



Data Source: M2, Aug 2006

PPN Status Actions in FY06

- **PPN Database on the Web, linked to CHCS**
- **Centralized Peer Review and TRIMS linked to PPN**
- **Newsletter forthcoming to highlight initiatives and data to MTF Commanders on a quarterly basis**

Plan For FY07

- **Bariatric Case Management and Outcome Tracking**
- **Maintain PPN for Plastics but only sample for outcomes – return approval back to PCM**
- **Develop Educational Tool on bariatric surgery medical management and plastic surgery assessment of need**
- **Mature the existing initiatives**

Summary

- **FY 2006 focused on enhancing oversight in certification of the network to support bariatric surgery, plastic surgery, and inpatient mental health along with written guidelines for quality assessment and focused benefit approval**
- **FY2007 will focus on improving oversight tools for the MTFs and enhancing case management for selected conditions**